TRELLIS Survey - Final Report

Summary

In anticipation of a new Library Services Platform (LSP), the UX Team was tasked with exploring how and why faculty are using TRELLIS. Since TRELLIS will be decommissioned with the implementation of a new LSP, the results will contribute to the Library’s communication strategy with TRELLIS users.

48 people responded to a survey on their use of TRELLIS. We excluded the 11 responses from Library staff from our analysis in this report.

Our main conclusion is that users prefer TRELLIS to Primo for known item searching. Search in TRELLIS is more precise and retrieves fewer irrelevant results than Primo.

TRELLIS users will need to be assured that the new LSP will offer as high precision searching as TRELLIS currently does.

The Study

The UX Team created a nine-question survey using Qualtrics (see Appendix). We worked with TUG Library systems staff to develop a pop-up modal. This pop-up window had a link to the survey and appeared when users landed on the TRELLIS homepage (see below). We also promoted the survey in a news item on the Library’s homepage. The survey ran from April 6 to May 9th, 2018.
Limitations

1. The survey was available 3 weeks starting at the end of April which is a lower use time.
2. The pop-up modal was only activated when a user landed on the TRELLIS homepage, so users who navigated to a specific page on TRELLIS (ie. via an item record from Primo) did not see the survey.
3. A few users were unclear when they were using Primo and when they were using TRELLIS, so their responses may not accurately reflect their use. “...I’m just a little confused as to the difference between TRELLIS and Primo”.

Results

Q1 & Q2: Demographics

48 people completed the survey including 8 undergraduate students, 8 graduate students, 9 faculty members, 6 University staff, 11 Library staff, 3 alumni, and 1 community member. Two did not provide demographic information. Two respondents were affiliated with the University of Guelph-Humber; the remaining 46 respondents were from the University of Guelph. Respondents who identified as Library staff are excluded from the following analysis.

Q3: How often do you use TRELLIS?

Number of Responses

Of the 37 respondents who completed this question, almost all said they use TRELLIS at least once per month.
Q4: How do you usually use TRELLIS?

Individual respondents use TRELLIS for a variety of reasons. On average, respondents use TRELLIS for 3.4 different functions. One faculty member said “I find it easier to locate items using TRELLIS. I also use it for renewing books or checking my account, and for placing holds.”
Q8: What sort of tasks do you use TRELLIS for?

When users were asked in a follow-up question to describe what sorts of tasks they use TRELLIS for, the majority of respondents said for known item searching. For example, a faculty member said “Looking for books that I know that the Library has, but often don’t turn up in a Primo search. Personally, I would rather use specific databases to find journal articles, and TRELLIS to find books. Primo captures so much that I find it all but useless for doing research.” Respondents’ comments about TRELLIS were often framed in terms of Primo’s limitations.

Q7: Why don’t you use Primo?

- “I find it cluttered and confusing, and it points to items that are not available in our system at U of G or the TRELLIS system.” - University Staff
- “Primo isn’t as ideal for searching within certain parts of the collection, particularly items in Archives & Special Collections. I also find the search function in Primo for general searching inefficient and clumsy. Searching for general topics often come up with wildly off-topic results” - Faculty
- I find PRIMO a bit more confusing, but that could just be because I’ve used TRELLIS for longer - Faculty
- “I find it cluttered and confusing. ):- Maybe I’m just stuck on the older system. But I find Primo presents items that too often are not in our library system, that have to be ordered in some other way.” - Faculty
- “Poor filtering, bad search functionality, too many clearly irrelevant results.” - Graduate Student

Q6: What sort of tasks do you use Primo for?

The majority of respondents (80%) also use Primo. Most participants use Primo for unknown item searching and browsing. One faculty member wrote, “I use primo because I get to it first, but I'm amazed at how often the book I'm looking for doesn't appear in a primo search and I need to revert to TRELLIS.” Other common reasons for using Primo are to “search for non-book materials”, “combine journal contents and books”, and “search for scientific journal articles”. One respondent said that they only use Primo as a way to access TRELLIS.
Conclusion

A few faculty members said TRELLIS is more familiar. It is what they have always used, so they continue to use it, but our main finding is that respondents use TRELLIS to find known items. Search in TRELLIS is more precise and retrieves fewer irrelevant results than Primo.

Though respondents use TRELLIS in multiple ways (i.e. searching, placing holds, checking account), we cannot conclude that they prefer TRELLIS over Primo for all of these functions. It is likely that respondents choose TRELLIS over Primo for its more precise searching, then continue to use it for other reasons because they are already there.

We conclude that TRELLIS users will need to be assured that the new LSP will offer as high precision searching as TRELLIS currently does.

Several respondents chose to leave their contact information - we can follow up if there is a specific theme / question to further explore.
Appendix - Survey Questions

The University of Guelph Library would like to understand how you use TRELLIS.
Kindly consider participating in this 8-question survey.
For more information contact the User Experience Team libuser@uoguelph.ca

Q1: You are: (undergraduate, graduate, faculty, university staff, library staff, alum, community member)
Q2: Your affiliation (UG, WLU, UW, UGH, Other)
Q3: How often do you use TRELLIS? (1/week, 1/month, less than 1/month)
Q4: How do you usually use TRELLIS? (To search for a specific item; to research a topic; to determine which volumes or issues of a journal are available; to check my library account; to renew my books; to hold or recall items; as part of my workflow as a library staff member; other)
Q5: Do you use Primo? (Y/N)
   If YES then, Q6: What sort of tasks do you use Primo for? (open text)
   If NO, then, Q7: Why don't you use Primo? (open text)
Q8: What sort of tasks do you use TRELLIS for? (open text)
Q9: May we contact you to follow up? If yes, please enter your email.